

2.3 Provide library services to walk-in researchers requesting for a copy of Public Use File (PUF)

Office or Division:	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid ID / Registration Card		Government Agencies, Non-Government Organizations, Private entities, Academe		
Accomplished Client Service Form (CSF)		Online /Officer-of the Day's table		
Request letter signed by the head of the company/college/university		Government Agencies, Non-Government Organizations, Private entities, Academe		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Registers at the Security Guard's (SG) logbook and presents Valid ID/Registration Card (CVEA lobby)	1. SG issues visitor's pass	None	1 Minute	Security Guard on duty
2. Proceed to the library and registers at the researcher's logbook/e-Registration system	2. Request to fill-out CSF	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
3. Filled-out the Client Service form (CSF) and presents to the library staff	3. Assess the request.	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
4. Fill-out the Data Product Agreement Form (DPAF) and present to the library staff	4. Check the completeness of the information in the DPA form and provide the requested PUF thru email or copy the files to the requester's flash drive	None	3 Minutes	
5. Receive and check the completeness of the file(s)	5. Validates the provided data	None	1 Minute	
6. Fill-out the Customer Satisfaction Survey (CSS)Form (online/print)	6. Receive and file the filled-out CSS form for tabulation	None	1 Minute	
7. Surrender the visitor's pass to the SG (CVEA lobby)	7. Return the Valid ID/ Registration	None	1 Minute	
TOTAL:		None	9 Minutes	